

Workgroup 2 Product Schedule Matrix  
November 2005

Product/Obj	Significant steps	Schedule	Status
<p>Product 1</p> <p><i>Description:</i> Public Hearing PowerPoint Presentation (addresses Customer Service Target #2)</p> <p><i>Priority:</i> Medium</p> <p><i>Person Responsible:</i> Jeff Johnson</p> <p><i>Workload (hrs to complete):</i> 30 hours</p>	<p>1) Incorporate internal comments into 2<sup>nd</sup> draft</p> <p>2) External review of some type to get comments from public</p> <p>3) Legal Review and then available for use</p>	<p>1) 10/14/2005</p> <p>2) 11/30/2005</p> <p>3) 12/30/2005</p>	<p>1) Second draft available 10/11/2005.</p> <p>2) E-mail sent out October 18, 2005 requesting permit writers/hearing examiner volunteers to test the PowerPoint presentation out. EPA questionnaire modified for use in evaluating the hearing and presentation.</p> <p><b>11/28/2005 update:</b> PowerPoint presentation given to League of Woman Voters group in Wis. Rapids by Joe Ancel on 11/23/2005. Based on feedback, the presentation needs to be shortened and made less technical.</p>
<p>Product 2</p> <p><i>Description:</i> Public Comment/Public Hearing Webpage (addresses Customer Service Target #2)</p> <p><i>Priority:</i> Medium</p> <p><i>Person Responsible:</i> Katie Conrad</p> <p><i>Workload (hrs to complete):</i> COMPLETED</p>	<p>1) Develop page and request comments</p> <p>2) Second draft to WG-2 members and APII team for comment</p> <p>3) Finalize webpage and make available on Air Management website</p>	<p>1) August 2005</p> <p>2) September 19, 2005</p> <p>3) October 3, 2005</p>	<p>COMPLETED.</p> <p>Katie Conrad has made the webpage available on Air Management website. Very positive comments received on this draft webpage from WG-2 externals at September 19, 2005 Workgroup 2 meeting.</p>

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<p>Product 3</p> <p><i>Description:</i> Public Hearing and Public Comment Pamphlet (<i>addresses Customer Service Target #2</i>)</p> <p><i>Priority:</i> Medium</p> <p><i>Person Responsible:</i> Katie Conrad</p> <p><i>Workload (hrs to complete):</i> 30 hours</p>	<p>1) Find a willing volunteer to develop the pamphlet using Products 1 and Product 2 as a starting point</p> <p>2) First draft of pamphlet for WG-2 and APII review</p> <p>3) Finalize pamphlet and post it on Air Management Website and make available to staff as a handout at public hearings.</p>	<p>1) October 30, 2005</p> <p>2) November 30, 2005</p> <p>3) January 2006</p>	<p>This was a product that was suggested by the externals on Workgroup 2 at September 19, 2005 meeting. The idea of the Public Hearing PowerPoint Presentation was appreciated but externals thought if a pamphlet was also available, interested parties could review that when preparing their comments or even requesting a hearing. Just having the PowerPoint on the website was not believed to be enough since there are a lot of "gaps" in a PowerPoint presentation that are filled in by the presenter.</p>
<p>Product 4, Phase 1</p> <p><i>Description:</i> Revised public notice for air permits that is written in a simpler, less technical, &amp; better organized manner (<i>goal for addressing Customer Service Target #2</i>)</p> <p><i>Priority:</i> High</p> <p><i>Persons Responsible:</i> Barb Pavliscak, Jerry Medinger, &amp; Rhonda O'Leary</p> <p><i>Workload (hrs to complete):</i> 40 hours</p>	<p>1) WG-2 externals supplied comments on the public notice used by Air Management for permit actions including ideas for improvements</p> <p>2) Revised notice incorporating WG-2 ideas for improvements was drafted for comment, comments addressed, and approved for piloting by APII team.</p> <p>3) Pilot Project for revised public notice.</p> <p>4) Evaluation of pilot project via surveying internal staff and externals that were receiving the revised notice from July 29, 2005 - September 29, 2005.</p> <p>5) Recommendation to APII team on use of a revised public notice</p>	<p>1) February 2005</p> <p>2) July 6, 2005</p> <p>3) July 29, 2005 - September 29, 2005</p> <p>4) November 30, 2005</p> <p>5) January 2006 APII team meeting</p>	<p>3) Pilot project ended September 29, 2005.</p> <p>(4) WG-2 external members were asked to supply comments at September 19, 2005 workgroup meeting. Barb Pavliscak has begun surveying internal staff. The survey form that will be mailed to externals has been approved by the APII team and the surveys will be mailed out by October 31, 2005.</p>

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<p>Product 4, Phase 2</p> <p><i>Description:</i> Revised public notice <u>short form</u> for air permits that is written in a simpler, less technical manner (goal for addressing Customer Service Target #2)</p> <p><i>Priority:</i> High <i>Persons Responsible:</i> Jerry Medinger, Rhonda O'Leary, and ??</p> <p><i>Workload (hrs to complete):</i> 120 hours</p>	<ol style="list-style-type: none"> <li>1) consideration of a short form public notice -solicit comments on short form</li> <li>2) Design pilot project for short form public notice</li> <li>3) Implement pilot project for short form public notice</li> <li>4) Evaluation of pilot project via surveying internal staff and externals that received the short form notice from January 15, 2006 - March 15, 2006.</li> <li>5) Recommendation to APII team on use of short form public notice</li> </ol>	<ol style="list-style-type: none"> <li>1) November 30, 2005</li> <li>2) December 30, 2005</li> <li>3) January 15, 2006 - March 15, 2006</li> <li>4) June 1, 2006</li> <li>5) August 1, 2006</li> </ol>	<p>Keith Pierce and Steve Dunn have drafted a sample short form public notice, which is out for comments by October 28, 2005.</p>
<p>Product 5</p> <p><i>Description:</i> Permit step diagram and "Plain English Glossary" (goal for addressing Customer Service Target #2)</p> <p><i>Priority:</i> High <i>Persons Responsible:</i> Jerry Medinger &amp; Katie Conrad</p> <p><i>Workload (hrs to complete):</i> COMPLETED</p>	<ol style="list-style-type: none"> <li>1) Measure understanding of permitting process by WG-2 members and get ideas on how to make the process more understandable</li> <li>2) WG-2 ideas on clarifying the permitting process using a permit step diagram is documented and comments sought, and revisions made</li> <li>3) Work with web experts (Lena Arvola)to get the permit step diagram functional on the website. Put "Plain English Glossary" on website.</li> </ol>	<ol style="list-style-type: none"> <li>1) February 2005</li> <li>2) June 2005</li> <li>3) August 2005</li> </ol>	<p>COMPLETED. Public information pieces designed to increase understanding.</p>

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<p>Product 6 <i>Description:</i> Mailing to local governmental officials to ask them if they want to be added to the list of persons receiving public comment notices for projects occurring in their area. (<i>goal for addressing Customer Service Target #2</i>)</p> <p><i>Priority:</i> Medium <i>Person Responsible:</i> Josie Pradella</p> <p><i>Workload (hrs to complete):</i> 70 hours</p>	<p>1) Develop mailing list of local government officials</p> <p>2) Determine scope of the mailing list</p> <p>3) Develop outreach letter</p> <p>4) Send mailing</p> <p>5) Update affidavit of mailings lists for permit actions based on mailing responses and/or create an e-mail notification listserv in addition to the mailing list.</p>	<p>1) September 30, 2005</p> <p>2) October 30, 2005</p> <p>3) October 30, 2005</p> <p>4) November 2005</p> <p>5) January - February 2006</p>	<p>Josie Pradella has developed a list of local and county government contacts. WG-2 co-leaders and Josie determined the level of outreach we want to do to local government.</p> <p><b>11/28/2005 update:</b> Barb Miller and Sheri Stach met with Chris Zenchenko and Dave Argall to discuss what a list serve is and how we could use it for noticing permits. Currently waiting for legal opinion on offering e-mailing of notices to interested parties instead of paper copies through regular mail.</p>
<p>Product 7 <i>Description:</i> Real-time permit application key event tracking available to interested parties. (<i>short term goal for addressing Customer Service Target #1</i>)</p> <p><i>Priority:</i> Medium</p> <p><i>Person Responsible</i> Joydeb Bhattacharyya</p> <p><i>Workload (hrs to complete):</i> 40 hours</p>	<p>1) Utilize current computer based system (APS) to track key events</p> <p>2) Offer e-mail alerts of for the following key events to external users: permit application received, permit application deemed complete, permit public notice approved for publication, and permit issuance</p>	<p>1) Completed</p> <p>2) (a) upgrade text of current e-mails for these key events by ????</p> <p>(b) collect e-mail addresses of interested parties and input into APS key event list by ?????</p>	<p>1) Current APS system allows <u>internal</u> DNR users to track key events</p> <p>2) Verified that current APS system that e-mails internal staff on key events can handle external e-mails. Currently looking into the best way of setting up the system to handle the external's e-mail addresses.</p>

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<p>Product 8</p> <p><i>Description:</i> Real-time permit application key event tracking available on web for internal &amp; external users.</p> <p><i>(long term goal for addressing Customer Service Target #1)</i></p> <p><i>Priority:</i> High</p> <p><i>Person Responsible:</i> IT Workgroup</p> <p><i>Workload (hrs to complete):</i> ????</p>	<p>1) Include real-time key event tracking and notification option in new IT design.</p>	<p>1) 2007</p>	<p>Andy Stewart of the IT workgroup has been made aware that this capability should be an integral part of the IT system. Additionally it has been proposed that a method of matching the tracking steps with the permit process diagram (Product 5) would be helpful to customers.</p>
<p>Product 9</p> <p><i>Description:</i> Citizen Quick Guide to Permitting &amp; Air Quality</p> <p><i>(short term goal for addressing customer satisfaction with website - APII measure C1.3)</i></p> <p><i>Priority:</i> Medium</p> <p><i>Person Responsible:</i> Marty Burkholder</p> <p><i>Workload (hrs to complete):</i> COMPLETED</p>	<p>1)WG-2 externals supplied comments on Wisconsin's air program website including ideas for improvements</p> <p>2)Conceptional plan for a user-friendly website approach for citizens accessing Air Management's website is developed and supplied to Marty Burkholder.</p> <p>3) Citizen Quick Guide "button" available on Air Management Webpage</p>	<p>1) February 2005</p> <p>2) July 28, 2005</p> <p>3) Dec. 30, 2005</p>	<p>COMPLETED AHEAD OF SCHEDULE. In October 2005 the Citizen Quick Guide went on-line. The guide is the top pick on the Air Management Web Page. Thanks to Marty Burkholder and Anne Urbanski for the quick implementation.</p> <p>[This is not part of the formal web redesign but a short-term action to improve what exists. The idea is for existing information on the Air Management website to be utilized but accessed easier for the non-technical person. A short cut to basic information of interest to the average citizen.]</p>

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<p>Product 10 <i>Description:</i> Conflict Resolution Process (goal for addressing Customer Service Target #3)  <i>Priority:</i> High  <i>Persons Responsible:</i> Tom Coogan, Dept. of Commerce, Barb Pavliscak, Rhonda O'Leary  <i>Workload (hrs to complete):</i> 60 hours</p>	<p>1) Draft Conflict Resolution Process available for comment 2) Comments incorporated and 2<sup>nd</sup> draft sent out for comment.  3) Approval by APII team to bring the Conflict Resolution Process to the Air Management Team as a decision item.  4) Conflict Resolution Process brought to AMT  5) Respond to AMT direction as needed  6) Survey internal staff and externals to obtain feedback on the actual implementation of the Conflict Resolution Process (i.e. was it put into practice, publicized or made available to interested parties, ideas for improvement, etc.)</p>	<p>1) July 30, 2005  2) August 22, 2005  3) September 7, 2005  4) October 3, 2005  5) ???  6) Six months after implementation of Conflict Resolution Process</p>	<p>Conflict Resolution Process was brought to AMT at the October 3, 2005 conference call. AMT requested an implementation and roll-out plan and legal review of the procedure before they would make a decision.  <b>11/28/2005 update:</b> APII workgroup asked for determination of internal tracking system; making the request form an official voluntary form, and creating a diagram to match the internal processing narrative. Lena Arvola has been contacted about setting up an internal tracking system. A diagram of the internal processing system has been developed. The official voluntary form is under development.</p>
<p>Product 11 <i>Description:</i> Implement method for tracking number &amp; result of appeals, waivers, challenges and other conflicts. (goal for addressing APII measure C3.4)  <i>Priority:</i> Medium <i>Person Responsible:</i> IT Workgroup</p>	<p>1) Utilize current computer based system to produce ad hoc report of number of appeals waivers and challenges.  2) Include this tracking as a design element in development of new IT system.</p>	<p>1) Completed          2) Target date of 2007 for new IT system</p>	<p>1) Keith Pierce supplies numbers for the quarterly performance report. (manual query)          2) Andy Stewart of the IT workgroup has been made aware of the need for the new IT system to track appeals, commence construction waivers, and permit challenges</p>

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<i>Workload (hrs to complete):</i> ???			
<p>Product 12</p> <p><i>Description:</i> Communication plan is to inform &amp; educate interested parties about permit regulation or strategy changes. (goal for addressing Innovation &amp; Learning Target #3)</p> <p><i>Priority:</i> Medium <i>Person Responsible:</i> Jerry Medinger</p> <p><i>Workload (hrs to complete):</i> 10 hours</p>	<p>1) Develop a communication plan matrix that provides guidance for communication effort related to complexity of issue.</p> <p>2) Communication plan matrix given to communication team for internal distribution.</p> <p>3) Review how communication guidance will be used and how communication efforts will be evaluated</p> <p>4) Evaluate effectiveness of communication efforts.</p>	<p>1) January 2005</p> <p>2) October 30, 2005</p> <p>3) December 31, 2005</p>	<p>1) As of August 1, 2005 there is a draft communications/complexity matrix available for comment that has been designed to be used as a guide for determining the appropriate type of communication/education efforts that may be used for a particular change.</p>
<p>Product 13</p> <p><i>Description:</i> Air pollution/public health data available on the web. (goal for addressing Environment Target #2)</p> <p><i>Priority:</i> High</p> <p><i>Person Responsible:</i> IT Workgroup Monitoring Section Emission Inventory Section Toxicologist</p>	<p>1) Utilize links to current web based data sources (DNR monitoring page, AIRNOW, ALA State of the Air Report, Scorecard, etc.)</p> <p>2) Include air pollution/public health information in communications developed for air permits.</p> <p>3) Make sure the new IT system includes a method for getting this information and a way to get feedback to measure satisfaction.</p>	<p>1) Currently available are links to Wisconsin Air Monitoring information but not to ALA or Scorecard</p> <p>2) ????</p> <p>3) ????</p>	<p>1) Air Management Website shows ozone and PM 2.5 levels and issues a public health "rating" based on levels to help interested persons with health issues determine activity level</p> <p>2)</p> <p>3) New IT system ideally would be capable of mapping out current air quality data along with location of facilities and their air emission data (prior year ... air emission data would not be current). <b>Target date: 2008</b></p>

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<i>Workload (hrs to complete):</i> ???			
<p>Product 14</p> <p><i>Description:</i> Measure general public's understanding of and satisfaction with the permit process. (goal for addressing Customer Service Target #2)</p> <p><i>Priority:</i> High <i>Person Responsible:</i> Jerry Medinger, Rhonda O'Leary, &amp; volunteer hearing examiners/permit writers <i>Workload (hrs to complete):</i> 80 hours</p>	<p>1) Informal measure of stakeholder understanding and satisfaction from two Workgroup 2 meetings via comments from external members</p> <p>2) Baseline survey of public to establish level of understanding and satisfaction (base-line data from the regulated community has already been gather from focus groups)</p> <p>a) develop a questionnaire using USEPA's as a basis b) ask hearing examiners/permit writers to pass out the questionnaires at hearings c) compile questionnaire results and write report</p> <p>3) Periodic measurements of understanding and satisfaction.</p>	<p>1) Completed</p> <p>2)</p> <p>a) November 30, 2005 b) December 2005 - March 2006 c) May 30, 2006</p>	<p>2) It was initially thought we would do focus groups similar to the focus group work done on construction permittees; however, that turned out to be too expensive (\$10,000 to \$20,000). Therefore, the workgroup has decided to use attendees at public hearings as a "group of information rich individuals" that can be asked to fill out questionnaires. These questionnaires would then be used as a basis for getting a feel for stakeholder understanding and satisfaction with the permit process. This would be a much less expensive method of getting at least some information. USEPA has example questionnaires for feedback on the effectiveness of a public hearing.</p> <p><b>11/28/2005 update:</b> The questionnaire went out for internal review and comments. The questionnaire is now ready for legal services review.</p>
<p>Product 15</p> <p><i>Description:</i> Develop and implement methods to increase understanding of compliance documents, compliance demonstration and conflict resolution. (goal for addressing Customer Service Target #3)</p> <p><i>Priority:</i> Medium</p>	<p>1) Create public information pieces designed to increase understanding</p> <p>2) Make compliance information available and easily accessible.</p> <p>3) Develop and implement a conflict resolution procedure.</p>	<p>1) See Products 1, 2, 3, 5, and 9.</p> <p>2) 2007</p>	<p>1) See Products 1, 2, 3, 5, and 9.</p> <p>2)For compliance status, Bill Baumann suggests making available: date of last FCE; number of enforcement actions issued to the facility in the past 5 years. This information is readily available in the Air Program compliance database (WACD) and could be made available to the public in the IT project. Target date 2007.</p> <p>3)A. Inconsistency Tracking System</p>



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<p><i>Person Responsible:</i> Workgroup 2 for steps 1) and 3) Stationary Source Workgroup for step 2)</p> <p><i>Workload (hrs to complete):</i> ????</p>			<p><a href="http://intranet.dnr.state.wi.us/int/aw/di/vision/Awd/consistency/tracking/">http://intranet.dnr.state.wi.us/int/aw/di/vision/Awd/consistency/tracking/</a> B. See Product 9</p>
<p>Product 16 <i>Description:</i> Facilities have access to public involvement information and training. (goal for addressing Customer Service Target #2)</p> <p><i>Priority:</i> High</p> <p><i>Person Responsible:</i> Tom Coogan, Department of Commerce, Industrial Representatives, ???</p> <p><i>Workload (hrs to complete):</i> 80 hours - 120 hours</p>	<ol style="list-style-type: none"> <li>1) Create pamphlet for permittees that outline Best Management Practices (BMP) for public involvement and being a good neighbor.</li> <li>2) Develop and share public involvement case studies/BMP</li> <li>3) Explore opportunities for public involvement training (FET). Peer to peer training on the business side of public involvement and how it can help their business and the permit application process go smoother.</li> </ol>	Summer - Fall 2006	This was a product that was suggested by the externals on Workgroup 2 at September 19, 2005 meeting.